

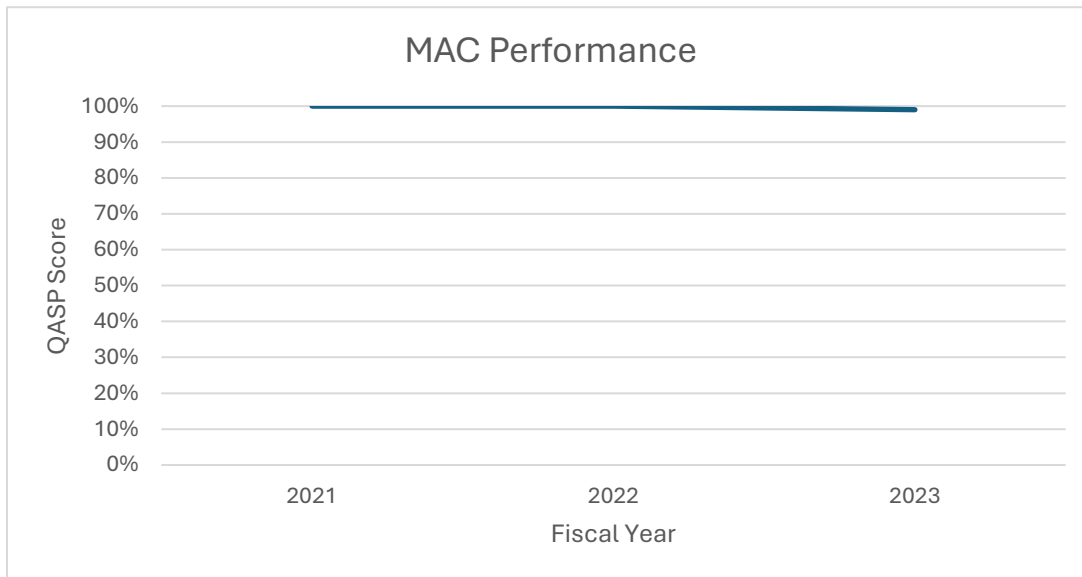
QASP Claims Processing

What is measured?

The Claims Processing QASP standards measure clean claims processing timeliness and Medicare Summary Notice (MSN) management.

Performance Data

Fiscal Year	Avg	Low	Median	High
2021	100%	90%	100%	100%
2022	100%	100%	100%	100%
2023	99%	82%	100%	100%



Trends and Observations

An overall sustained trend can be observed from Fiscal Year 2021 – 2023. The MACs have performed very well every year. The MACs have consistently scored high on Claims Processing metrics compared to the other business functions measured by QASP.